



Patient Rights

As a patient, you have the right to:

Receive care by healthcare providers who have been trained by generally accepted standards.

Make an informed decision regarding your healthcare.

Receive information and education about your healthcare problems

Know the level of training of persons caring for you and have these persons wear a name tag that identifies their credentials.

Be an active participant in your health care.

Call a licensing agency to ask questions or file a complaint with a licensing agency should you believe you have received substandard care.

Mailing Lists/Newsletter

The Board maintains the following mailing lists and a newsletter to provide ongoing information:

Disciplinary List

Publishes list of formal Board actions against VN and PT licenses

General List

Publishes Board Meeting agendas and notices of other general meetings

Education and Practice Committee

Publishes meeting agendas

PRN Newsletter

To be placed on a mailing list or to receive PRN, send your request to the Board address listed on the back of the brochure.

For more information regarding other health care providers, please contact the following State regulatory agencies.

For Licensed Vocational Nurses (LVN) and Psychiatric Technicians (PT), contact:

Board of Vocational Nursing and Psychiatric Technicians
2535 Capitol Oaks Drive, Suite 205
Sacramento, CA 95833-2945
Telephone (916) 263-7800; Fax (916) 263-7859
www.bvnpt.ca.gov

For Certified Nursing Assistants (CNA) and Home Health Aides (HHA), contact:

**Department of Health Services
Licensing & Certification Division**
PO Box 997413
Sacramento, CA 95899
Telephone (800) 236-9747
www.dhs.ca.gov

For Registered Nurses (RN), Clinical Nurse Specialists (CNS) and Nurse Practitioners (NP), contact:

Board of Registered Nursing
400 R Street, Suite 4030
Sacramento, CA 95814
Telephone (916) 322-3350
www.rn.ca.gov

For Physicians (MD), Physician Assistants (PA), and Medical Assistants (MA), contact:

Medical Board of California
1426 Howe Avenue
Sacramento, CA 95825
Telephone (916) 263-2388
www.medbd.ca.gov

For Respiratory Care Practitioners (RCP), contact:

Respiratory Care Board
444 North 3rd Street, Suite 270
Sacramento, CA 95814
Telephone (916) 323-9983
www.rcb.ca.gov

For questions about managed care organizations, contact:

California Department of Managed Health Care
980 Ninth Street, Suite 500
Sacramento, CA 95814
Telephone Numbers
General Information (916) 322-2078
Consumer HMO Complaints (800) 400-0815
www.dmhc.ca.gov

Revised 06/15/04

STATE OF CALIFORNIA

STATE AND CONSUMER SERVICES AGENCY

Arnold Schwarzenegger, Governor



Be Informed About Your Health Care

Informational Series #1



Published by
**Board of Vocational Nursing
and
Psychiatric Technicians**

***"Consumer Protection...
Our Primary Mission"***



Board of Vocational Nursing and Psychiatric Technicians (BVNPT)

The BVNPT regulates the education, practice and discipline of licensed vocational nurses (LVN) and psychiatric technicians (PT). Consumer welfare is protected by ensuring that only qualified and competent persons are licensed as LVNs or PTs. State licensure assures the licensee's achievement of specific knowledge, skills and abilities to provide safe, competent care to consumers of all ages.



LVNs



Licensed vocational nurses work under the supervision of registered nurses (RN) or licensed physicians. LVNs' skills are developed in medical-surgical, maternity and pediatric nursing.



PTs



Psychiatric Technicians work under the supervision of the director of their facility. PTs' skills focus primarily on caring for clients experiencing mental disorders or illness, or developmental disabilities.



Healthcare Providers

You may be cared for by RNs, LVNs or PTs. Unlicensed employees such as nursing assistants (CNA) may assist these professionals. You may also receive services from physical therapists, registered dietitians, respiratory care practitioners, occupational therapists, lab technologists and X-ray technicians.

Each healthcare provider is required by law to wear a name tag identifying his/her professional classification (e.g. LVN, PT, RN, Nursing Assistant). Only LVNs or RNs are allowed to use the title "nurse".



Healthcare on the Internet

"The Internet is changing how people give and receive healthcare information and healthcare. People who use Internet health sites and services share a responsibility to help assure the value and integrity of the health Internet by exercising judgment in using sites..."¹

Internet Helpful Hints:

- When using a healthcare site that requests personal data, ask how it will be used.
- Always inform your personal healthcare provider about healthcare information or products that you received via the Internet.

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Questions About Care

Never be afraid to ask questions! Ask questions of your doctor, the staff person caring for you, the unit charge nurse, the unit manager or supervisor or hospital administrative personnel. If the answers you get are unclear ask to speak to someone who can give you clear answers.

It is helpful to write down your questions as you think of them. This helps you to remember all of the questions you wanted to ask.



Medications

Medications act in many different ways. Some medications may make you nauseated, some may make you sleepy, and some may cause an allergic reaction. Notify your healthcare provider immediately if you do not feel normal or notice changes in your skin after use of medications. Question any medications with which you are not familiar.

Always tell your doctor or nurse about allergic reactions to drugs.